Privacy policy

Last changed: 22-04-2026

This privacy policy describes how eJournal B.V. (hereafter also referred to as “eJournal”, “we”, or “us”) processes your personal data. This privacy policy concerns the personal data you provide to us via our website(s).

About eJournal

We provide products and services to educational institutions, which users access either through the institution’s website(s) or directly through ours. We collect personal data from or about users of these products and services. eJournal B.V. is the responsible party for the processing of personal data concerning this privacy policy according to the Algemene Verordening Gegevensbescherming (“AVG”, the Dutch implementation of the General Data Protection Regulation, “GDPR”). The educational institutions are regarded as the controller and our collection, use and sharing of such personal data is governed by our contracts with these educational institutions and applicable laws.

We decide which personal data is being processed, with which objective and how processing takes place. Additionally, we take responsibility for reasonable and appropriate processing of your personal data.

Contact details

eJournal B.V. is registered at the Dutch Chamber of Commerce (*KvK*) under no. 76181677 and has its registered office in Diemen, the Netherlands. You can reach us via email at support@eJournal.app.

The personal data we collect

We process the following personal data of our users:

- Full name
- Email address
- Profile picture
- Personal ID from educational institution (*e.g. a student number*)
- Usage data (*e.g. timestamp of last login and automated error reports*)
- Browser data (e.g. IP address or session information)

Additionally, we may collect any personal data that you submit directly to us while using our website(s), such as through posting entries or comments in a journal. Third parties, including but not limited to other users of our website(s), may also provide us with personal data about

you. The (intellectual) ownership or property of anything submitted to our website(s) remains at the original owner and does not belong to us.

Purpose of using personal data

The purpose of the collection, processing and storage of personal data is to ensure correct operation of eJournal. This includes the following:

- Presenting the eJournal website(s)
- Sending automated emails, e.g. for:
    - Identity verification
    - Password recovery
    - Deadline reminders or notifications (you can opt-out on your profile page)
- Submitting grades to the educational institution
- Providing (technical) support

Additionally, there may be legal requirements (or agreements defined in our contracts with educational institutions) that require processing of personal data. In the context of the AVG/GDPR, eJournal processes personal data for the fulfillment of legal agreements.

You can choose not to provide us (some of) your personal data. However, if you do not provide us with certain personal data, you may potentially not be able to use eJournal.

Storage, access and security of personal data

All data processing by eJournal happens within the European Union (“EU”). Any personal data that we store thus also resides on servers that are physically located within the EU. We do not store your personal data any longer than necessary for the objectives for which we use your personal data.

We do not sell, rent or otherwise provide personal data to third parties. One exception to this is the provisioning of personal data to IT companies that facilitate the operation of eJournal, for example by hosting the eJournal servers. If we use such third-party processors, we conclude a written processing agreement with them in which we make agreements about topics including (but not limited to) objectives, duration and scope of the processing, retention periods for storing and security measures to protect the personal data. Third party processors are always required by us to store personal data on servers within the EU.

We believe that it is not helpful to enlist all individual third parties in this privacy policy, since they do not contribute to the clarity of this privacy policy and are subject to change. If you wish to receive more information about to which companies we provide your personal data and for which purposes, please contact us at support@eJournal.app.

Security

We have taken appropriate security measures to prevent accidental loss or unauthorised access to personal data. This includes limitations in which employees can access personal

data on a need to know basis. eJournal employees with database access need this for maintenance, support, product development or analytics.

Legal rights regarding personal data

You have the right to retrieve, change or delete any data you directly submit or personal data which is otherwise provided to us for use in our website(s). In most occasions, this is possible on the page where you submitted the data (for example a journal entry or comment), and otherwise on your profile page. There you will also find the option to download an archive of all data you have submitted through our website(s).

You can contact us at any time via support@eJournal.app for requests about or assistance with retrieving, changing or deleting your personal data.

The nature of some of the data submitted through our website(s) imposes limitations on retrieval, changes or deletion of submitted data. We will, for example, not change or delete any content related to your work but not created by you, such as but not limited to grades and comments. Nor will we change submissions after the deadline without the conformation of a user that has permission to do so. We will also not give or change information about you that is not yet released to you for a course by a teacher (for example unpublished grades or comments on your work).

Questions, requests or complaints

Any questions, requests or complaints about this privacy policy can be sent to us via email at support@eJournal.app. We may request specific information from you to help us confirm your identity and verify your right to access or control your personal data.

You also have the right to file a complaint to the supervisory authority (in Dutch: Autoriteit Persoonsgegevens) about our processing of your personal data. If you are considering exercising this right, we would appreciate the opportunity to deal with your concerns before you approach the supervisory authority, so we kindly request you to contact us first.

Changes to this privacy policy

We reserve the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on our website(s) and you are deemed to have accepted the terms of the privacy policy on your first use of the website(s) following the alterations.